



ARIZONA WIC ALERT

Volume 16, Issue 1

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CORRECTING A SIGNATURE

For the new FFY 2006-2008 contract period, the Arizona WIC Program has implemented a policy to allow WIC participants/authorized representatives/proxies the opportunity to correct a signature on a food instrument. The policy is meant to reduce the amount of WIC customers who are turned away due to signing issues.

There are only two instances when a WIC customer will be allowed to re-sign the food instrument.

1. If the signature on the food instrument does not match one of the signatures on the ID Folder or the Proxy Certification Form.
2. The food instrument presented for payment was pre-signed.

Please ensure that the following steps are completed when allowing a WIC customer to re-sign the food instrument.

1. The cashier will draw one single line through the original signature.
2. The WIC customer will re-sign the food instrument above the original signature. If there is not room above the original signature, the WIC customer may sign in the lower right hand corner of the food prescription box (to the left of the signature box). No other place on the food instrument is acceptable.
3. Verify that the new signature matches their signature on the ID Folder or Proxy Certification Form.

NOTE: Re-signing is to be done by the same person who originally signed the food instrument. A WIC customer may re-sign one time only per food instrument. If the cashier still feels the signature is unacceptable, instruct the WIC customer to return to their local WIC clinic for further assistance.

If you have any questions regarding this WIC Alert or need technical assistance, please contact any member of the Vendor Management Team at 1-866-737-3935.



Arizona Department of Health Services
Chronic Disease Prevention and Nutrition Services
150 North 18th Avenue, Suite 310
Phoenix, Arizona 85007
1-866-737-3935

Dawn Irvine, Editor

Correcting a Signature

The WIC participant, authorized representative, or proxy may re-sign the WIC food instrument **ONE TIME** in the presence of the cashier...

ONLY if:

1. The WIC customer's signature on the food instrument does not match their signature on the ID Folder or Proxy Certification form.
2. The food instrument presented was pre-signed.

The cashier will then:

1. Draw a single line through the original signature.
2. Have the WIC customer re-sign the food instrument above the original signature. If there is no room above the original signature, the WIC customer may re-sign in the lower right hand portion (next to the signature box) of the food prescription box. No other place on the food instrument is acceptable.
3. Verify that the signature matches their signature on the ID Folder or Proxy Certification Form.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon - Fri, 8 AM - 5 PM, Call 1-800-255-WIC				MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT #	
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	2741221		
07	01	1000008829	KELLY, KIM	001692AA	AZ WIC USE ONLY		
<div>36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT)</div> <div>2 CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE</div> <div>OR</div> <div>2 CONTAINER (46 OZ) WIC APPROVED 100% JUICE</div> <div>1 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (HALF GALLON OR GALLON CONTAINERS ONLY)</div> <div>1 HALF GAL SKIM/NONFAT OR LOWFAT (1%) MILK (HALF GALLON CONTAINERS ONLY)</div>					VOID		
					ACTUAL \$ AMOUNT		
					\$ CORRECTION ONLY CASHIER INITIAL		
					TAX EXEMPT SALE NOT TO EXCEED \$200.00		
					PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE		
SIGNATURE AT STORE					Kim Kelly		
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.					Kim Kelly		
⑈0002741221⑈ ⑈091912482⑈ 802070⑈							

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					ACTUAL \$ AMOUNT		
					\$ CORRECTION ONLY CASHIER INITIAL		
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- **NOTE:** If these instructions are **not** followed exactly as described and pictured above, the food instrument will be rejected for payment and the Vendor will not be reimbursed.